

Qualification Pack



Cafeteria Supervisor

QP Code: THC/Q5905

Version: 2.0

NSQF Level: 5

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THC/Q5905: Cafeteria Supervisor

Brief Job Description

The individual at work receives a variety of food items and displays them for sale, serves the guests, and manages day-to-day operations of the cafeteria. The person also arranges for resources and supervises the on-site catering operations.

Personal Attributes

The job requires the individual to have strong communication, team management and administrative skills with strong attention to details and be physically fit as the job includes working in a standing position for long hours, and in hot and humid environment.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N2911: Set up & maintain sales counter and assist guests](#)
2. [THC/N5910: Manage Catering operations](#)
3. [THC/N9902: Ensure effective communication and service standards at workplace](#)
4. [THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy](#)
5. [THC/N9907: Monitor and maintain health, hygiene and safety at workplace](#)

Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
Sub-Sector	Facility Management
Occupation	Catering Services
Country	India
NSQF Level	5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/1120.2900

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Minimum Educational Qualification & Experience	<p>12th Class/I.T.I (two years after class 10th) with 2 Years of experience as a Food and Beverage Service -Associate</p> <p>OR</p> <p>12th Class/I.T.I (one year after class 10th with one year of relevant experience) with 2 Years of experience as a Food and Beverage Service - Associate</p> <p>OR</p> <p>Certificate-NSQF (Level-4 Food and Beverage Service -Associate) with 1 Year of experience as a Food and Beverage Service -Associate</p>
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	Not applicable
Minimum Job Entry Age	21 Years
Last Reviewed On	30/09/2021
Next Review Date	30/09/2024
Deactivation Date	30/09/2024
NSQC Approval Date	30/09/2021
Version	2.0
Reference code on NQR	2021/TH/THSC/04559
NQR Version	1

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THC/N2911: Set up & maintain sales counter and assist guests

Description

This OS unit is about preparing and setting up of the sales counter at the start of the day, and assisting guests with the ordering of food & beverages. The unit also emphasizes on the maintenance of safe working conditions at the counter at all times.

Scope

The scope covers the following :

- Set up the sales counter for day's work
- Assist guests with their orders

Elements and Performance Criteria

Set up the sales counter for day's work

To be competent, the user/individual on the job must be able to:

- PC1.** prepare and organize the sales counter as per safety norms and organizational standards
- PC2.** place and organize all the tools and equipment at workstation to ensure safety, hygiene and efficiency
- PC3.** ensure cleanliness and availability of adequate space at the display area of the sales counter for displaying food products
- PC4.** display the food and beverage items at the counter to enhance sales
- PC5.** check the food products for clear and accurate labels as per standards
- PC6.** inspect all displayed food products for freshness, cleanliness and visual appeal
- PC7.** ensure that food products are not displayed beyond their expiry date
- PC8.** confirm availability of adequate quantities of food items and other supplies & materials at the workstation as per organizational standards

Assist guests with their orders

To be competent, the user/individual on the job must be able to:

- PC9.** receive and greet the guest as per organizational policy
- PC10.** present the menu to the guest as per standards
- PC11.** establish guest's food and beverage requirements quickly
- PC12.** respond to guest's queries at the counter
- PC13.** suggest food products and beverages to the guests as per their requirement
- PC14.** offer suitable alternatives to the guests for the unavailable items
- PC15.** take orders from guests and process them or pass it on to either QSR coordinator for relaying to kitchen or straight to kitchen either manually or electronically, as required
- PC16.** provide estimated delivery time of the order to the guest
- PC17.** provide instructions to guests regarding the handling, storage and consumption of packed food & beverages, if any

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Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** legislation, standards, policies, regulations and procedures followed in the organization
- KU2.** relevant occupational health and safety requirements applicable at the workplace
- KU3.** FSSAI (Food Safety and Standards Authority of India) and HACCP (Hazard Analysis and Critical Control Points) standard protocols related to food production, safety and quality standard
- KU4.** organization culture and typical guest profile
- KU5.** procedure to set up the sales counter effectively
- KU6.** types of food merchandising displays
- KU7.** precautionary measures to be taken and environmental conditions to be ensured to display food items without affecting their quality
- KU8.** types and usage of tools and equipment required at the counter to serve guests
- KU9.** inventory management techniques
- KU10.** types of food & beverage items available in the store and their preparation
- KU11.** factors affecting shelf life of food and beverages available in the QSR
- KU12.** types of sauces and accompaniments for different cuisine
- KU13.** optimum temperature requirement for serving varieties of food and beverages
- KU14.** types and usage of tableware
- KU15.** procedure to handle online orders

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read applicable safe food handling standards, food labels etc.
- GS2.** read instructions on various equipment
- GS3.** listen carefully and interpret guest's requirement
- GS4.** prepare list of resources and their quantity required for performing the job
- GS5.** communicate effectively with guests and QSR coordinator
- GS6.** plan the quantity of supplies required to maintain inventory
- GS7.** exhibit professional etiquette at all times
- GS8.** handle unsatisfied guests and their complaints effectively
- GS9.** analyze the time taken to serve guest
- GS10.** analyze innovative ways of food presentation to make food more attractive to guests

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Set up the sales counter for day's work</i>	15	20	-	5
PC1. prepare and organize the sales counter as per safety norms and organizational standards	-	-	-	-
PC2. place and organize all the tools and equipment at workstation to ensure safety, hygiene and efficiency	-	-	-	-
PC3. ensure cleanliness and availability of adequate space at the display area of the sales counter for displaying food products	-	-	-	-
PC4. display the food and beverage items at the counter to enhance sales	-	-	-	-
PC5. check the food products for clear and accurate labels as per standards	-	-	-	-
PC6. inspect all displayed food products for freshness, cleanliness and visual appeal	-	-	-	-
PC7. ensure that food products are not displayed beyond their expiry date	-	-	-	-
PC8. confirm availability of adequate quantities of food items and other supplies & materials at the workstation as per organizational standards	-	-	-	-
<i>Assist guests with their orders</i>	10	10	-	5
PC9. receive and greet the guest as per organizational policy	-	-	-	-
PC10. present the menu to the guest as per standards	-	-	-	-
PC11. establish guest's food and beverage requirements quickly	-	-	-	-
PC12. respond to guest's queries at the counter	-	-	-	-
PC13. suggest food products and beverages to the guests as per their requirement	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. offer suitable alternatives to the guests for the unavailable items	-	-	-	-
PC15. take orders from guests and process them or pass it on to either QSR coordinator for relaying to kitchen or straight to kitchen either manually or electronically, as required	-	-	-	-
PC16. provide estimated delivery time of the order to the guest	-	-	-	-
PC17. provide instructions to guests regarding the handling, storage and consumption of packed food & beverages, if any	-	-	-	-
NOS Total	25	30	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N2911
NOS Name	Set up & maintain sales counter and assist guests
Sector	Tourism & Hospitality
Sub-Sector	Restaurant
Occupation	Customer Service
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	30/09/2021
Next Review Date	30/09/2024
Deactivation Date	30/09/2024
NSQC Clearance Date	30/09/2021

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THC/N5910: Manage Catering operations

Description

This OS unit is about arranging and managing resources, logistics, and ensuring sanitation at the site and quality of catering services.

Scope

The scope covers the following :

- Manage resources for catering service
- Manage logistics for outdoor catering
- Ensure food quality and sanitation
- Ensure catering business administration

Elements and Performance Criteria

Manage resources for catering service

To be competent, the user/individual on the job must be able to:

- PC1.** prepare weekly work schedule and duty roasters of staff, as required
- PC2.** brief the catering staff regarding the assigned duties
- PC3.** maintain daily operations and delegate day to day responsibilities accurately
- PC4.** handle and resolve staff problems like absenteeism, schedule change, etc.
- PC5.** arrange for backup in case of unplanned leaves of any employee
- PC6.** administer performance management and disciplinary actions as needed
- PC7.** give feedback to staff to help them improve their performance where appropriate
- PC8.** inform the management regarding human resource requirement
- PC9.** assist the catering manager in hiring the staff
- PC10.** implement the policies and procedures in operating the catering services
- PC11.** supervise the staff in maximising all resources to achieve high quality and excellent cost control
- PC12.** identify training needs and implement a staff training plan
- PC13.** train the staff about organizational work culture, quality standards, and job responsibilities

Manage logistics for outdoor catering

To be competent, the user/individual on the job must be able to:

- PC14.** obtain details from the manager regarding the booking like menu, pax, or any other special requirement
- PC15.** ensure availability of all supplies and equipment as per requirement
- PC16.** check the vehicle for cleanliness and sanitation before uploading the food items, supplies and equipment
- PC17.** make sure all food items are stored at appropriate temperature and as per standards

Ensure food quality and sanitation

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To be competent, the user/individual on the job must be able to:

- PC18.** inspect supplies, equipment, and work areas to ensure efficient service and conformance to standards
- PC19.** inspect the food for quality during cooking and presentation while serving
- PC20.** check the food and beverage items for correct temperature while serving
- PC21.** ensure serving standards are maintained while serving the guests
- PC22.** make sure special requests of the guests are addressed, if any

Ensure catering business administration

To be competent, the user/individual on the job must be able to:

- PC23.** assist catering manager with planning of special events like menu planning, logistics etc.
- PC24.** monitor working hours of the staff with appropriate break periods
- PC25.** analyse operational problems, such as theft and wastage, and establish procedures to alleviate these problems
- PC26.** control inventories of food, equipment, and beverages, and report shortages to designated personnel
- PC27.** develop equipment maintenance schedules and arrange for repairs
- PC28.** ensure self-availability on-site during Out Door Catering (ODC) at all times
- PC29.** handle and address client complaints promptly
- PC30.** submit the bills timely to client and collect money, if required
- PC31.** record production, operational, and personnel data on specified form

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** legislation, standards, policies, and procedures, service standards to be followed in the organization
- KU2.** organization culture and typical guest profile
- KU3.** occupational health and safety requirements are applicable in the workplace
- KU4.** FSSAI (Food Safety and Standards Authority of India) guidelines for food safety
- KU5.** methods of record-keeping
- KU6.** ways to give clear instructions to the staff
- KU7.** effective leadership and team management techniques
- KU8.** methods to provide constructive feedback
- KU9.** procedure to prepare work schedules and duty roasters
- KU10.** conflict management procedures
- KU11.** resource management techniques
- KU12.** effective de-briefing methods
- KU13.** strategies to manage staff attendance problems
- KU14.** team performance monitoring methods
- KU15.** inventory management and stock optimization methods
- KU16.** training need analysis techniques

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- KU17.** policy implementation procedure
- KU18.** appropriate handling procedures for various food items
- KU19.** ways to maintain cleanliness and hygiene at the workplace
- KU20.** appropriate temperature and serving standards for various food items and beverages
- KU21.** applicable statutory and regulatory requirements applicable to the catering business

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read procedure manuals, instructions, organizational SOPs, and information applicable at the workplace
- GS2.** fill-in checklists and logs
- GS3.** prepare relevant reports and records
- GS4.** communicate effectively and accurately with the staff to provide work instructions
- GS5.** manage time effectively and efficiently
- GS6.** assess the competence level of staff
- GS7.** create a priority task list to ensure smooth functioning of staff activities
- GS8.** motivate the team to perform to its potential

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage resources for catering service</i>	10	10	-	5
PC1. prepare weekly work schedule and duty roasters of staff, as required	-	-	-	-
PC2. brief the catering staff regarding the assigned duties	-	-	-	-
PC3. maintain daily operations and delegate day to day responsibilities accurately	-	-	-	-
PC4. handle and resolve staff problems like absenteeism, schedule change, etc.	-	-	-	-
PC5. arrange for backup in case of unplanned leaves of any employee	-	-	-	-
PC6. administer performance management and disciplinary actions as needed	-	-	-	-
PC7. give feedback to staff to help them improve their performance where appropriate	-	-	-	-
PC8. inform the management regarding human resource requirement	-	-	-	-
PC9. assist the catering manager in hiring the staff	-	-	-	-
PC10. implement the policies and procedures in operating the catering services	-	-	-	-
PC11. supervise the staff in maximising all resources to achieve high quality and excellent cost control	-	-	-	-
PC12. identify training needs and implement a staff training plan	-	-	-	-
PC13. train the staff about organizational work culture, quality standards, and job responsibilities	-	-	-	-
<i>Manage logistics for outdoor catering</i>	10	10	-	5

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. obtain details from the manager regarding the booking like menu, pax, or any other special requirement	-	-	-	-
PC15. ensure availability of all supplies and equipment as per requirement	-	-	-	-
PC16. check the vehicle for cleanliness and sanitation before uploading the food items, supplies and equipment	-	-	-	-
PC17. make sure all food items are stored at appropriate temperature and as per standards	-	-	-	-
<i>Ensure food quality and sanitation</i>	10	10	-	5
PC18. inspect supplies, equipment, and work areas to ensure efficient service and conformance to standards	-	-	-	-
PC19. inspect the food for quality during cooking and presentation while serving	-	-	-	-
PC20. check the food and beverage items for correct temperature while serving	-	-	-	-
PC21. ensure serving standards are maintained while serving the guests	-	-	-	-
PC22. make sure special requests of the guests are addressed, if any	-	-	-	-
<i>Ensure catering business administration</i>	10	10	-	5
PC23. assist catering manager with planning of special events like menu planning, logistics etc.	-	-	-	-
PC24. monitor working hours of the staff with appropriate break periods	-	-	-	-
PC25. analyse operational problems, such as theft and wastage, and establish procedures to alleviate these problems	-	-	-	-
PC26. control inventories of food, equipment, and beverages, and report shortages to designated personnel	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC27. develop equipment maintenance schedules and arrange for repairs	-	-	-	-
PC28. ensure self-availability on-site during Out Door Catering (ODC) at all times	-	-	-	-
PC29. handle and address client complaints promptly	-	-	-	-
PC30. submit the bills timely to client and collect money, if required	-	-	-	-
PC31. record production, operational, and personnel data on specified form	-	-	-	-
NOS Total	40	40	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N5910
NOS Name	Manage Catering operations
Sector	Tourism & Hospitality
Sub-Sector	Facility Management
Occupation	Catering Services
NSQF Level	5
Credits	TBD
Version	2.0
Last Reviewed Date	30/09/2021
Next Review Date	30/09/2024
Deactivation Date	30/09/2024
NSQC Clearance Date	30/09/2021

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THC/N9902: Ensure effective communication and service standards at workplace

Description

This OS unit is about communicating effectively, maintaining standards of etiquette at workplace, and engaging with guests to provide specific services.

Scope

The scope covers the following :

- Promote effective communication
- Maintain professional etiquette
- Ensure rendering of specific services as per the guests' requirements

Elements and Performance Criteria

Promote effective communication

To be competent, the user/individual on the job must be able to:

- PC1.** greet the guests promptly and appropriately as per organization's procedure
- PC2.** communicate with the guests in a polite and professional manner
- PC3.** build effective yet impersonal relationship with guests
- PC4.** identify guests' dissatisfactions and address complaints effectively
- PC5.** inform guests of any issue/problem well in advance
- PC6.** seek feedback from the guests and incorporate them to improve the guest experience
- PC7.** ensure essential information is passed on in a timely manner
- PC8.** ensure team members to maintain etiquette while interacting with each other
- PC9.** ensure the team members provide feedback to their peers

Maintain professional etiquette

To be competent, the user/individual on the job must be able to:

- PC10.** ensure self and team members report to work on time
- PC11.** use the guests' names as many times as possible during the conversation with proper salutation
- PC12.** maintain personal integrity & ethical behaviour
- PC13.** make sure personal hygiene is maintained by self and others at all times
- PC14.** ensure self and team members adhere to the dress code as per organizational policy
- PC15.** respect privacy of others at the workplace

Ensure rendering of specific services as per the guests' requirements

To be competent, the user/individual on the job must be able to:

- PC16.** provide assistance to Persons with Disability, if asked
- PC17.** ensure self and team members comply to the organizational policies towards Persons with Disability

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- PC18.** make sure gender and age sensitive service practices are followed at all times
- PC19.** ensure compliance to the organizational policies related to prevention of sexual harassment, both physical and verbal by self and team members
- PC20.** support PwD team members in overcoming any challenges faced at work
- PC21.** make sure the workplace is accessible for the Persons with Disability

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational policies on behavioural etiquette and professionalism
- KU2.** organizational policies on gender sensitive service practices at workplace
- KU3.** organizational reporting and hierarchy structure
- KU4.** documentation policy and procedures of the organization
- KU5.** service quality standards as per organizational policies
- KU6.** complaint handling policy and procedures
- KU7.** SOP on personal hygiene
- KU8.** procedure of giving and receiving feedback positively
- KU9.** specific requirements of different age-groups of guests
- KU10.** age and gender specific etiquette
- KU11.** organizational policy with regards to Persons with disability
- KU12.** significance of professional etiquette and behaviour

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read job sheets, organization policy documents, information displayed at the workplace and comments received from the supervisor or guest
- GS2.** fill up documentation pertaining to job requirement
- GS3.** interact with team members to work efficiently
- GS4.** communicate effectively with the guests
- GS5.** spot and report potential areas of disruption to work process proactively
- GS6.** improve work processes by incorporating guest feedback
- GS7.** motivate self and colleagues to work effectively

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Promote effective communication</i>	20	20	-	10
PC1. greet the guests promptly and appropriately as per organization's procedure	-	-	-	-
PC2. communicate with the guests in a polite and professional manner	-	-	-	-
PC3. build effective yet impersonal relationship with guests	-	-	-	-
PC4. identify guests' dissatisfactions and address complaints effectively	-	-	-	-
PC5. inform guests of any issue/problem well in advance	-	-	-	-
PC6. seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
PC7. ensure essential information is passed on in a timely manner	-	-	-	-
PC8. ensure team members to maintain etiquette while interacting with each other	-	-	-	-
PC9. ensure the team members provide feedback to their peers	-	-	-	-
<i>Maintain professional etiquette</i>	10	10	-	5
PC10. ensure self and team members report to work on time	-	-	-	-
PC11. use the guests' names as many times as possible during the conversation with proper salutation	-	-	-	-
PC12. maintain personal integrity & ethical behaviour	-	-	-	-
PC13. make sure personal hygiene is maintained by self and others at all times	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. ensure self and team members adhere to the dress code as per organizational policy	-	-	-	-
PC15. respect privacy of others at the workplace	-	-	-	-
<i>Ensure rendering of specific services as per the guests' requirements</i>	10	10	-	5
PC16. provide assistance to Persons with Disability, if asked	-	-	-	-
PC17. ensure self and team members comply to the organizational policies towards Persons with Disability	-	-	-	-
PC18. make sure gender and age sensitive service practices are followed at all times	-	-	-	-
PC19. ensure compliance to the organizational policies related to prevention of sexual harassment, both physical and verbal by self and team members	-	-	-	-
PC20. support PwD team members in overcoming any challenges faced at work	-	-	-	-
PC21. make sure the workplace is accessible for the Persons with Disability	-	-	-	-
NOS Total	40	40	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9902
NOS Name	Ensure effective communication and service standards at workplace
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	30/09/2021
Next Review Date	30/09/2024
Deactivation Date	30/09/2024
NSQC Clearance Date	30/09/2021

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THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy

Description

This unit is about ensuring that confidentiality of the organisational information and the privacy of the guests is maintained at all times.

Scope

The scope covers the following :

- Ensure organisational confidentiality
- Ensure guests' privacy

Elements and Performance Criteria

Maintain organisational confidentiality

To be competent, the user/individual on the job must be able to:

- PC1.** prevent leak of new plans and designs to competitors
- PC2.** ensure protection of employee information
- PC3.** prevent leak of organisation's policies like pricing strategies, revenue management policies, marketing plans etc.
- PC4.** take immediate and appropriate action in case of any IPR violation
- PC5.** make sure that the subordinates report any infringement observed by anyone in the organisation to the immediate supervisor
- PC6.** protect sensitive data with strong passwords and change passwords on a regular basis
- PC7.** ensure policies around confidential information are followed by all staff members

Maintain guests' privacy

To be competent, the user/individual on the job must be able to:

- PC8.** ensure the team refrains from infringing upon guest's professional deals and plans
- PC9.** make sure guest's personal information and financial data is protected all times
- PC10.** ensure proper disposal of guest's information like booking details, credit card slips etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basics of IPR Laws, Trademark Laws, Patent Laws, etc. in the country, and penalties associated with them
- KU2.** organisation's policies on intellectual property rights and confidential information
- KU3.** organisation's product, service or design patents
- KU4.** how Intellectual property protection is important for competitiveness of an organisation
- KU5.** guidelines for crafting effective SOPs regarding IPR

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KU6. procedure for disposal of confidential documents

KU7. confidential data protection methods

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read and follow IPR and related information documents

GS2. manage communication regarding IPR infringement, prevention, and management

GS3. identify measures that can prevent potential infringements within the team

GS4. evaluate organisation policies and procedures and assess its robustness to prevent IPR infringements

GS5. analyse the impact of IPR infringement on the guests and the organization

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain organisational confidentiality</i>	6	3	-	3
PC1. prevent leak of new plans and designs to competitors	-	-	-	-
PC2. ensure protection of employee information	-	-	-	-
PC3. prevent leak of organisation's policies like pricing strategies, revenue management policies, marketing plans etc.	-	-	-	-
PC4. take immediate and appropriate action in case of any IPR violation	-	-	-	-
PC5. make sure that the subordinates report any infringement observed by anyone in the organisation to the immediate supervisor	-	-	-	-
PC6. protect sensitive data with strong passwords and change passwords on a regular basis	-	-	-	-
PC7. ensure policies around confidential information are followed by all staff members	-	-	-	-
<i>Maintain guests' privacy</i>	4	2	-	2
PC8. ensure the team refrains from infringing upon guest's professional deals and plans	-	-	-	-
PC9. make sure guest's personal information and financial data is protected all times	-	-	-	-
PC10. ensure proper disposal of guest's information like booking details, credit card slips etc.	-	-	-	-
NOS Total	10	5	-	5

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9910
NOS Name	Ensure to maintain organisational confidentiality and guest's privacy
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	4.0
Last Reviewed Date	30/09/2021
Next Review Date	30/09/2024
Deactivation Date	30/09/2024
NSQC Clearance Date	30/09/2021

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THC/N9907: Monitor and maintain health, hygiene and safety at workplace

Description

This OS unit is about ensuring a hazard free working environment along with maintaining health and hygiene and adoption of sustainable practices at workplace.

Scope

The scope covers the following :

- Ensure personal and workplace hygiene
- Maintain safe and secure working environment
- Follow effective waste management and recycling practices at workplace

Elements and Performance Criteria

Ensure personal and workplace hygiene

To be competent, the user/individual on the job must be able to:

- PC1.** ensure that self and team's work area is clean and tidy
- PC2.** ensure washing and sanitizing hands at regular intervals using hand wash & alcohol-based sanitizers by self as well as team members
- PC3.** make sure workplace is cleaned with appropriate cleaning solution and disinfectants as recommended
- PC4.** ascertain cleaning of the crockery and other articles as per established standards
- PC5.** monitor sanitization of all tools, equipment and machine touch-points at regular intervals
- PC6.** ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule
- PC7.** maintain personal hygiene and ensure the team members do the same
- PC8.** report to the concerned authority in case any co-worker is unwell
- PC9.** report personal health issues related to injury, food, air and infectious disease and avoid going to work if unwell

Maintain safe and secure working environment

To be competent, the user/individual on the job must be able to:

- PC10.** ensure safety procedures are followed while handling materials, tools, acids etc. and lifting or moving equipment and supplies
- PC11.** ensure use of appropriate PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear, etc.) by self and others at all times
- PC12.** make sure first aid procedures are followed appropriately
- PC13.** identify hazards at the workplace and report to the concerned person in time

Follow effective waste management and recycling practices at workplace

To be competent, the user/individual on the job must be able to:

- PC14.** identify and segregate recyclable, non-recyclable and hazardous waste at workplace

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- PC15.** segregate waste into different coloured dustbins
- PC16.** handle waste as per SOP
- PC17.** recycle waste wherever applicable
- PC18.** dispose of PPEs in a plastic bag, sealed and labelled as infectious waste

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational policies on safety procedures at workplace
- KU2.** procedure to maintain cleanliness standards at workplace
- KU3.** compliance norms for established health and hygiene procedures at workplace
- KU4.** importance of preventive health check-up and healthy living
- KU5.** purpose and usage of PPE such as gloves, protective goggles, masks, etc.
- KU6.** basic first aid procedures
- KU7.** methods to minimize accidental risks
- KU8.** the significance of safe handling of chemicals, acids, etc. for cleaning
- KU9.** instructions for operating and handling equipment as per standard
- KU10.** emergency procedures to be followed in case of a mishappening such as fire accidents, etc.

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read organizational policy documents, manuals, instructions and information displayed at the workplace
- GS2.** fill in relevant forms, formats and checklist accurately
- GS3.** communicate effectively with visitors, co-workers and supervisors
- GS4.** analyze importance of personal hygiene
- GS5.** analyze the impact of not adhering to the health and safety procedures

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure personal and workplace hygiene</i>	15	15	-	5
PC1. ensure that self and team's work area is clean and tidy	-	-	-	-
PC2. ensure washing and sanitizing hands at regular intervals using hand wash & alcohol-based sanitizers by self as well as team members	-	-	-	-
PC3. make sure workplace is cleaned with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
PC4. ascertain cleaning of the crockery and other articles as per established standards	-	-	-	-
PC5. monitor sanitization of all tools, equipment and machine touch-points at regular intervals	-	-	-	-
PC6. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
PC7. maintain personal hygiene and ensure the team members do the same	-	-	-	-
PC8. report to the concerned authority in case any co-worker is unwell	-	-	-	-
PC9. report personal health issues related to injury, food, air and infectious disease and avoid going to work if unwell	-	-	-	-
<i>Maintain safe and secure working environment</i>	10	10	-	5
PC10. ensure safety procedures are followed while handling materials, tools, acids etc. and lifting or moving equipment and supplies	-	-	-	-
PC11. ensure use of appropriate PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear, etc.) by self and others at all times	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. make sure first aid procedures are followed appropriately	-	-	-	-
PC13. identify hazards at the workplace and report to the concerned person in time	-	-	-	-
<i>Follow effective waste management and recycling practices at workplace</i>	5	10	-	5
PC14. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
PC15. segregate waste into different coloured dustbins	-	-	-	-
PC16. handle waste as per SOP	-	-	-	-
PC17. recycle waste wherever applicable	-	-	-	-
PC18. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
NOS Total	30	35	-	15

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National Occupational Standards (NOS) Parameters

NOS Code	THC/N9907
NOS Name	Monitor and maintain health, hygiene and safety at workplace
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	30/09/2021
Next Review Date	30/09/2024
Deactivation Date	30/09/2024
NSQC Clearance Date	30/09/2021

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of %

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aggregate marks to successfully clear the assessment.

7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N2911.Set up & maintain sales counter and assist guests	25	30	-	10	65	25
THC/N5910.Manage Catering operations	40	40	-	20	100	25
THC/N9902.Ensure effective communication and service standards at workplace	40	40	-	20	100	25
THC/N9910.Ensure to maintain organisational confidentiality and guest's privacy	10	5	-	5	20	5
THC/N9907.Monitor and maintain health, hygiene and safety at workplace	30	35	-	15	80	20
Total	145	150	-	70	365	100

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Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
QSR	Quick Service Restaurants
FSSAI	Food Safety and Standards Authority of India
HACCP	Hazard Analysis and Critical Control Points
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
IPR	Intellectual Property Rights
ISO	The International Organization for Standardization

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Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

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Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.